



***A message
from Commissioner of
Insurance J. Robert Wooley***

The paperwork and procedures that come with Medicare and related health insurance services can be somewhat overwhelming at times. That's why the Senior Health Insurance Information Program (SHIIP) provides such a valuable service to Louisiana consumers.

Our SHIIP volunteer counselors can help sort through the confusion and find answers to your questions. The service is completely free and confidential, and no one involved will ever try to sell you anything. Please call us to seek assistance or to volunteer to help.



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**Senior Health Insurance
Information Program**

1-800-259-5301



**A program of the
Louisiana Department of Insurance
J. Robert Wooley, Commissioner**



If you are eligible for Medicare (65 or over or disabled) or have family members or friends who are, you should know about the **Senior Health Insurance Information Program (SHIIP)**.

SHIIP offers **free and confidential** help with Medicare and other health insurance. Trained counselors who work through local sponsoring organizations can help answer your questions.

SHIIP counselors have no connection with any insurance company or product.



EXACTLY WHAT DO COUNSELORS DO?

If you are new to Medicare, counselors can explain how it works, what is covered and what costs you are responsible for.

SHIIP counselors will help you understand the paperwork and statements that you receive after a doctor visit, hospital stay or other medical experience.

SHIIP counselors help sort out and reconcile Medicare statements and hospital or clinic bills and help you figure out what has been paid and what you need to pay.

SHIIP counselors can help with claims filing or appeals if payment for a service has been denied.

SHIIP counselors can explain your options for private insurance to supplement your Medicare-- that is, insurance that covers costs Medicare doesn't.

SHIIP counselors can help you review and understand long term care insurance and offer you tools to help decide if it is the right choice for you.

SHIIP counselors have information on other resources, agencies and organizations that may be of help to you if you have questions about other issues.

WHAT IF THE COUNSELOR DOESN'T KNOW THE ANSWER TO MY QUESTION?

SHIIP counselors have extensive training and the resources of the Louisiana Department of Insurance to call on if a question or problem is beyond their knowledge or experience.

SHIIP DOES NOT:

- Provide legal assistance
- Make decisions for you
- Promote specific products or offer policies for sale

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The Louisiana Department of Insurance has moved to the new Poydras Building at 1702 N. 3rd Street. We are located north of the state capitol and next to the 1st Circuit Court of Appeal building on Capitol Lake.

Contact:

If no local contact is listed below, call our toll free number for assistance.

We Want You To Be Informed!

Public presentations to groups and organizations on Medicare and related topics can be scheduled by calling the Louisiana Department of Insurance toll free at **1-800-259-5301**.

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